



# North Central Kansas Libraries System

## 2018 Service Plan & Goals Mid-year review

### Goal 1:

**All libraries in the NCKLS region will have access to the information and resources they need to manage library operations with consulting services, and timely, accurate, up-to-date communication.**

### *Service Area:*

*Consulting services are available to all libraries in the region. Librarians and library boards may call on NCKLS staff for information and assistance in the areas of library governance, administration, and operation. Examples include board orientation, budget development, human resource management, marketing and public relations, planning, grant writing, collection management, programming for all ages, and referral to appropriate resources for additional assistance.*

### Program activities include:

1. Bi-monthly directors' meetings during which librarians share information and provide feedback to NCKLS staff.
  - Meetings have been held in February, April and June. The June meeting held on Zoom had 29 librarians in attendance.
2. Development and implementation of an annual survey and/or additional measures of impact to assess service needs on a routine basis.
  - In the fall of 2017, NCKLS conducted an online survey of public librarians and trustees. The 46 respondents indicated they were familiar with aspects of NCKLS services, including technology support and various grants.
  - Increased communication with board members would improve understanding of the services available through NCKLS.
3. Maintaining and delivering information about available system services and topics of interest in print and electronic formats, including a bi-monthly newsletter and the NCKLS website.
  - The newsletter was published the first day of February, April and June. Three additional newsletters are planned. The website is updated frequently.
4. Maintaining a collection of professional materials available for loan.

- We recently purchased about \$500 in new professional titles covering a wide variety of topics from management and marketing to homelessness in libraries.

**GOAL 2: NCKLS will provide librarians with the tools and assistance to create young readers from birth through teen years.**

*Service Area:*

*Libraries play a critical role in the development of early childhood literacy and provide services and resources for school-aged children and teens, to encourage a life-long love of reading. NCKLS provides a full-time consultant for children’s services to assist member libraries in planning and developing programs and collections for youth ages 0 to 18 and in maintaining working relationships with school librarians.*

Program activities include:

1. Support to libraries to encourage and plan for regularly scheduled programs for children and/or teens. This includes training, regional workshops and programming kits for all ages.
  - A workshop on best practices for story time is being planned for August 30.
2. Distribution of summer reading materials and hosting an annual workshop in cooperation with other regional library systems.
  - The summer reading workshop was held on March 1 with 50 librarians from 32 libraries in attendance.
3. Partnering with area school districts to host programs or activities of interest.
  - NCKLS helped to co-sponsor the Kansas Association of School Librarians District 1 & 4 combined spring workshop.

**GOAL 3:**

**Librarians and trustees in the NCKLS region will receive educational support and training to meet their needs and interests and to help them be successful in their jobs.**

*Service Area:*

*NCKLS offers educational opportunities at workshops for librarians and board members in a variety of formats, as well as funding to attend workshops, conferences or activities that meet individual needs and interests.*

Program activities include:

1. An annual schedule of programs and training opportunities based on feedback from libraries.
  - An annual schedule with five major training events: summer reading, book fair, the annual system meeting, fall youth workshop and the NeCessary KnowLedge mini-conference was set in the fall. LaDonna Clark schedules technology training quarterly based on librarians’ requests and needs.

2. Support for every new public library director through participation in in the state-wide APPLE program.
  - Three librarians: Pat Peterson, Riley City Library; Jeannie Bartel, Hillsboro Public Library; and Ruth Anne Pralle, Waterville Public Library completed their certification in April of 2018.
  - Although 4 librarians were invited to participate in this year’s class, only Nakita Hirsh from Hope Community Library registered.
3. Funding for continuing education grants and travel reimbursement for librarians and trustees to help support workshop costs, travel, registration and attendance at library or library-related conferences and workshops.
  - NCKLS provided continuing education funds for 3 librarians to attend PLA in Philadelphia. In addition, 2 librarians will be attending the ARSL conference in Springfield, IL in September.
4. Developing and/or curating online content for continuing education.
  - NCKLS staff have produced 2 videos for our Niche Academy site.

#### GOAL 4:

**All NCKLS libraries will receive support and assistance with technology to provide access to online resources and services that meet the needs of residents in each community.**

#### *Service area:*

*Technology support is a priority for system services. Technology support includes computer and telecommunication systems for library productivity and public services. Examples include support for a shared consortium catalog; assistance with planning, evaluating, purchasing and utilizing hardware and software; assistance with establishing Internet access; and training for staff.*

Program activities include:

1. Assistance in the development of a written technology plan to guide planning and purchasing to meet the goals of each library.
  - 28 of 35 libraries (80%) have tech plans that have been reviewed, developed or approved by their boards within the last 5 years (2014, 2015, 2016, 2017, and 2018). Four libraries (Manhattan Public, Dorothy Bramlage, PWRL and Emporia Public) are excluded as they manage their technology plans with little assistance from NCKLS.
2. Assistance in maintaining wireless Internet connectivity and assistance in gathering statistics for the state report.
  - All legally established libraries within NCKLS provide free wireless Internet to their patrons. NCKLS maintains these networks and provides monthly and annual connection statistics for all libraries, with the exception of Manhattan Public, PWRL, Dorothy Bramlage and Emporia Public.
3. Technology training for library staff on a variety of library and productivity applications.
  - Technology training session have been provided to 26 librarians from 16 libraries since January 1, 2018.

4. Maintaining a server and providing training for WordPress for individual public library websites.
  - NCKLS contracts with Fox Business Solutions to host 35 Word Press sites for system libraries who wish to use them.
5. Funding and support for annual e-rate applications to public libraries in taxing counties.
  - NCKLS helped 26 libraries file for e-rate discounts. A total of \$25,472.72 in discounts was approved. NCKLS funded these applications at a total of \$3,449.75
6. Support for purchasing and installing technology equipment and antivirus and security software.
  - NCKLS has installed new antivirus software on 92 staff machines. Manhattan, Dorothy Bramlage, Emporia and PWRL provide their own AV solutions. As of June 2018, NCKLS has helped 12 libraries in the purchasing and installation of new hardware.
7. Troubleshooting support via phone, email, remote access, and in person.
  - As of June 2018, NCKLS tech staff have made approximately 150 phone consults, 75 email consults, 330 computer remote sessions, and 50 onsite visits.
8. Maintaining Internet filtering for public libraries.
  - NCKLS maintains 2 servers that supply internet filtering for 44 libraries. Manhattan, PWRL Headquarters and Emporia do not subscribe to our filtering services.

#### GOAL 5:

**NCKLS will provide services to extend resource sharing and provide efficiencies through technical services, processing support and shared collections.**

#### Service area:

*NCKLS subsidizes efficient, low-cost technical services for ordering, cataloging and processing materials to encourage libraries to share resources and maintain accurate holdings. NCKLS libraries have the advantage of volume discounts for materials and supplies. NCKLS offers access to a collection of popular reading materials and information resources in print and in electronic formats to expand resources available to each library.*

#### Program activities include:

1. Support for 22 public libraries participating in the NorCat regional catalog, including administrative and technical support, as well as catalog enhancements for consortium members.
  - A training session was held during book fair to demonstrate UX (user experience) enhancements.
2. Coordinated purchasing, processing and cataloging services to facilitate the acquisition of library materials and supplies for optimum discounts and support.
  - All libraries continue to receive one paid slot in the Follett/Baker and Taylor purchasing system.

3. Funding to eligible public libraries for courier services via the Kansas Library Express or interlibrary loan costs to encourage resource sharing.
  - 17 libraries received grants for the courier or postage.
4. Assistance with interlibrary loan for borrowing and lending materials as needed.
  - Since January 1, 2018, we have assisted with 20 ILL requests for 4 system libraries.
5. Assistance with collection management including weeding.
  - The NCKLS staff weeded one school library this spring.
6. Subscription to OCLC's CatExpress for system-wide use.
  - All libraries have log-ins for CatExpress. Two libraries have received training to use it themselves. The NCKLS staff uses the log-ins to provide services for the other libraries.
7. Funding for shared eBook and electronic resources.
  - As of June 1, 27% of the \$7000 budget for state-wide downloadables has been spent.
8. Rotating book collection to participating libraries.
  - So far this year, 37,142 books have been delivered to the system libraries. In order to keep the collection fresh and current, 1,433 books older than 7 years have been withdrawn. In addition 1,189 new books have been purchased.
9. Rotating collection of large print books to long-term care institutions through local libraries.
  - 916 books have been delivered to the long-term care institutions in the system since January.

## GOAL 6:

**NCKLS libraries in taxing counties will benefit from financial grants to support basic services and encourage innovation.**

### *Service Area:*

*In addition to extended service grants, eligible libraries in taxing counties may receive grants for technology improvements, service improvements, and continuing education and programming grants.*

Program activities include:

1. Public libraries in taxing counties receive extended service grants to supplement collections.
  - The libraries have spent \$56,491.50 of the total \$129,750 budgeted in ESG moneys (43.54%).
2. Public libraries in taxing counties may apply for and receive technology grants to upgrade, improve or enhance technology in their libraries.
  - Seven libraries have received \$6,532.30 in technology grants.

3. Public libraries in taxing counties may apply for and receive service improvement grants to make improvements in their libraries that create a comfortable, welcoming place.
  - Ten libraries have received \$9,449.47 in service improvement grants.
4. Public libraries in taxing counties may apply for and receive programming grants for activities and programs in their libraries.
  - Five libraries received \$50 good idea grants to enhance their summer reading programs.